



Transit Changes: Public Input Summary, October 2020

I. Background

Due to the coronavirus pandemic and anticipated lower Transit Tax revenue, Tempe is exploring cost-saving transit service reductions that will strive to minimize service impacts and still provide equitable transit service. It is anticipated that reductions will occur using a phased approach over the next two years and that outreach will take place every six months during this timeframe. The use of data and equity metrics as well as public input will be integral to developing a framework for how reductions will be structured.

II. Outreach

- **Postcards** inviting the public to attend the meetings or to comment online were mailed to the areas surrounding Tempe's high ridership bus stops and **signs** were posted at 100 of Tempe's busiest bus stops and approximately 65 express bus stops.
- Virtual public meetings were held on September 24 and 26, 2020; a total of 9 **members of the public attended online**.
- The topic was **posted online** from September 24 – October 25, 2020 on the Tempe Forum.

Below is a summary of additional **outreach tools** that were used to provide information to the public regarding the meetings, project, and opportunities for input:

FACEBOOK

9/10/20 – public meetings. Reach/Impressions: 584 | Engagement: 24
9/18/20 – public meeting reminder. Reach/Impressions: 945 | Engagement: 22
10/1/20 – online input reminder. Reach/Impressions: 754 | Engagement: 14
10/20/20 – feedback closes. Reach/Impressions: 1995 | Engagement: 164

TWITTER

9/10/20 – public meetings. Reach/Impressions: 2210 | Engagement: 97
9/18/20 – public meeting reminder. Reach/Impressions: 1591 | Engagement: 35
9/24/20 – day of meeting reminder. Reach/Impressions: 1229 | Engagement: 6
10/1/20 – feedback reminder. Reach/Impressions: 2779 | Engagement: 58
10/20/20 – feedback closes. Reach/Impressions: 2395 | Engagement: 145

NEXTDOOR

9/10/20 – public meetings. Reach/Impressions: 1916 | Engagement: 1
10/20/20 – feedback closes. Reach/Impressions: 1013 | Engagement: 0

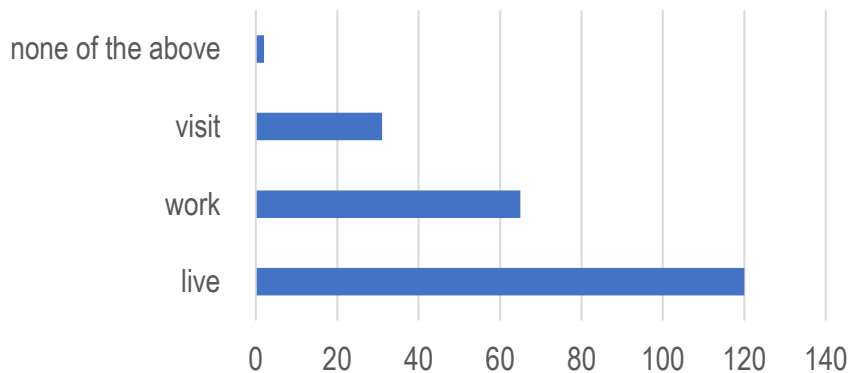
PRESS RELEASE

9/10/20 – virtual public meeting. 2360 emails sent, 37.4% open rate, 2.2% click rate
9/17/20 – virtual public meeting to dedicated list. 262 emails sent, 44.6% open rate, 6.3% click rate
9/21/20 – Coronavirus newsletter. 6582 emails sent, 32.7% open rate, 5.3% click rate
9/23/20 – Coronavirus newsletter. 6583 emails sent, 35.1% open rate, 10.7% click rate
10/15/20 – survey reminder. 2277 emails sent, 25.2% open rate, 3.2% click rate
10/21/20 – Coronavirus newsletter. 6616 emails sent, 30.2% open rate, 3.2% click rate

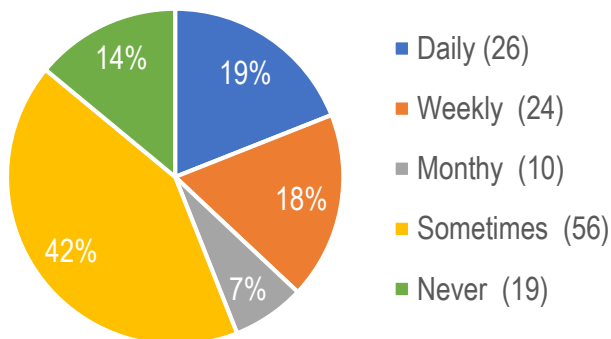
III. Survey Results

A total of 135 unduplicated survey responses were received.

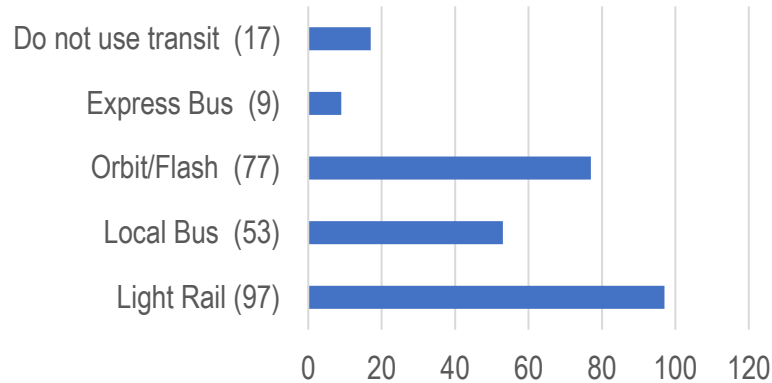
Question 1: *Do you live, work or visit Tempe?* (218 answers, some respondents replied with more than one answer)



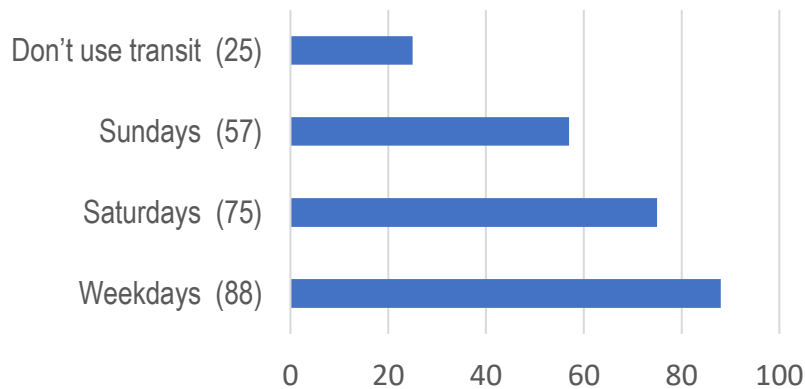
Question 2: *How often do you use public transit in Tempe?* (136 responses)



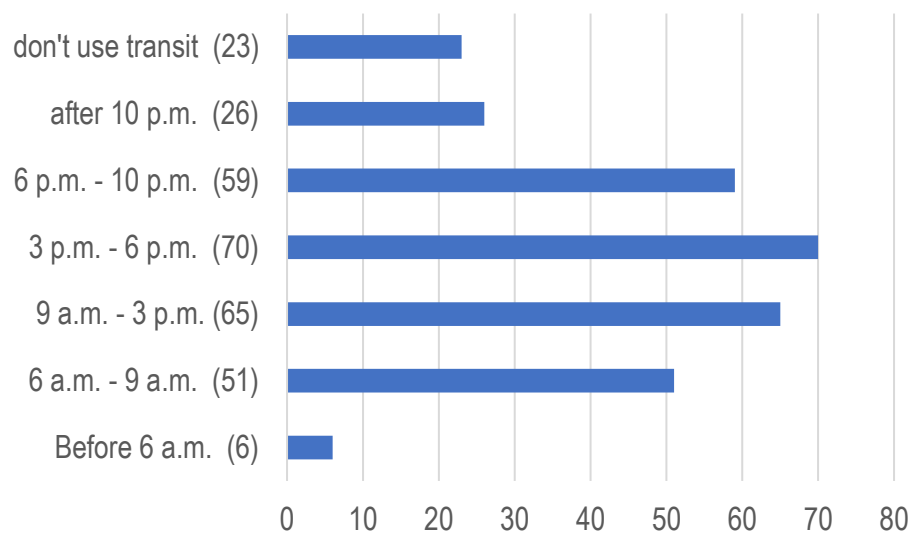
Question 3: *If you use public transit in Tempe, which of the following do you use?* (261 answers, some respondents replied with more than one answer)



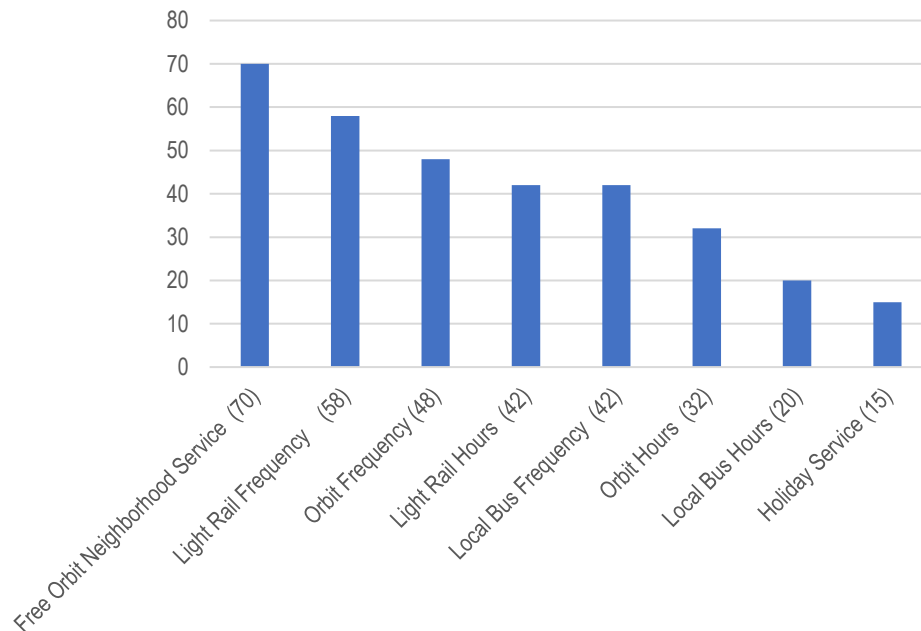
Question 4: *If you use transit in Tempe, what days do you use it?* (245 answers, some respondents replied with more than one answer)



Question 5: *If yes, what time of day do you use transit?* (300 answers, some respondents replied with more than one answer)



Question 6: *Help us understand the areas of our system that are most important to you. CIRCLE UP TO 3 areas that are most important to keep. Local bus routes in Tempe are routes 30, 32, 40, 45, 48, 56, 61, 62, 65, 66, 72, 77, 81 and 108.*



Question 7: *Please list any ideas you have for ways for Tempe to save money to run its transit system.*

1. Reduce bus frequency and the number of buses on the road.
2. I live on the Mars route. The bus passes my house many times per week with nobody on it other than the driver the vast majority of the time. When the bus used to go directly to Connolly and Curry schools it was quite busy.
3. Have Orbit routes run on roads that have less road bumps or dips in the road. I ride the Orbit Earth and when it passes through the neighborhood, it has to slow down because of the dips in the road, which slows down service and requires more fuel for the bus to pick up speed again. Honestly the route could be shortened through the neighborhood to just at least go to the North Multi-generation Center but not have to wind back and forth as much in between the neighborhood streets
4. Mobile payment system could help recover revenue and save money, I've noticed the fare box is frequently broken. even if you are unable to completely phase out the fare box, we could still recover more revenue from riders who pay by app. It also mitigates reduce fare abuse and can be used with rear door boarding. I ride the Saturn weekly but I am frequently alone, I am disappointed that south Tempe does not have orbit routes and limits my options for housing. we need to eliminate the Saturn route, which would cover a large portion of the cuts. I want to avoid charging a fee on the orbit which would impact homeless and low income people, cutting the Saturn might be justified if riders are unwilling or unable to pay for the trip and reduces ridership even more.
5. Delay operation of the Tempe Streetcar. Most of the route is redundant.

6. Prior to COVID, some "rush-hour" periods I've seen multiple Orbit busses have to pass by a stop without taking new riders due to ridership -- After COVID the city might consider to study ridership and increase service during peak times.
7. Nothing yet.
8. Require non transit vehicles in order to be in a designated central area such as Playa Del Norte to Broadway and Mill to McClintock, to buy and display a decal. It is overdue time for the City to stop worsening congestion.
9. Fare increase?
10. Transit is not something that should be cut.
11. Sell more advertising space. Reduce service hours on routes with historically low ridership. Service planning to combine two routes into one route that serves more locations
12. Make sure people aren't getting free rides on the lightrail!! Have people actually checking tickets. And charge \$.50 for orbit. Stop giving non-Tempe residences and homeless people free rides.
13. Although its important to have transit in all parts of Tempe, areas with low ridership should use smaller busses or educate riders on dial-a-ride options so more busses can be freed for busier routes.
14. Maybe stop with the trolley to no where
15. close all vacant main road bike lanes now.
16. Promote it more to keep so many cars near the downtown area. Educate the public how to use it so it is more likely to be adapted.
17. Charge to ride the Orbit
18. THE HOMELESS PEOPLE RUIN IT. I love the light rail, but the trash scum of the earth people ride on there. It stinks like S.H.I.T. Most all of the busses are empty except for criminals. STOP ALL PUBLIC TRANSIT AND WATCH OUR CITY FLOURISH. Homeless people should bike everywhere it's good for you. You can't bike if you're drunk, but you can ride the bus.
19. The orbit system seems to serve little purpose, most locations can be reached faster by local bus, light rail and even biking.
20. Increase hotel, airport and visitor transportation taxes, not via local taxes and definitively no new taxes on Tempe properties-they are way too high as it is!
21. electric buses and Orbit; any possibility to team up/cost share with Ahwatukee, Scottsdale, or Mesa?
22. Run fewer routes to fill up the busses on routes that aren't traveled as heavily. Cut to every 30 minutes.
23. I am still driving at age 81. I do not know how long I will be approved to drive, so my transportation concerns focus on what will be available to me when my needs are greater than they are now. How will I get to the light rail station(s)? How far can I walk to get to an Orbit stop? There aren't places to sit at the Orbit stops near my home; when I can't stand & wait -- where can I rest? Will I be restricted to always using Lift or Uber??

24. I used to be a "buser" when working downtown Phoenix and for me that was the only way to go. Now I don't have occasion to use public transportation, but I believe it is important for Tempe to keep it up.
25. While I do use the normal bus routes and the light rail, I never use the orbit and I am unsure of how much it is accessed. While I hate to see a free public transit service go away, I never see many people on the orbit. Is this a necessary service? I could be wrong and it may have huge participation, but it does not appear so.
26. Get help from the state/federal government until the crisis passes. Or raise taxes to pay for it.
27. If stops are removed, will routes be faster (less operational cost)? If stops are removed, will stop shelter and cleaning costs be saved? With some of cost savings, encourage use of RideChoice for seniors where distance between stops becomes an issue. What is the ridership of the eastern portion of the Saturn Orbit route? Could the Saturn route be pared down to just the western portion of the Saturn route?
28. In many ways, the Mercury Orbit route duplicates sections of the Local 30 route and the LRT route. Could Mercury just be eliminated?
29. Only run AC (with windows shut) from May through September. October through April leave the windows open. Charge .25 cents with a punch card.
30. I think money can be saved if businesses and employers are buying bus passes for their employees, if Tempe eliminated free Orbit or made the orbit conditionally free, like Free orbit for students, the disabled, and anyone with a Tempe Library Card. I think if you found a way to do a reloadable bus pass that might be worthwhile. Where people use the pass kiosks to preload money and that money rolls over, and you can only preload up to a certain amount and need to use it. Maybe a local tax can be passed where a small % goes to the MTA. Like tax auto parts, bike parts, or vehicle registration/title. Maybe charge higher rates for Express routes. I think the trolley was a bad idea.
31. How about forcing the derelicts and drunks to actually buy a ticket?
32. Try to collect fares on the buses. Perhaps put a box with a slot, behind the driver. I'm not sure if this would work.
33. Charge for the Orbits
34. Institute a City Bike Service in fall/winter/spring.
35. Defund the police, tax the wealthy
36. Riders are supposed to have paid fares to ride. Could you get a supervisor to check cards for boarders? Could they have a "portable fare box" where I could tap my card? I doubt you would be able to collect a day's worth of fares this way, but it might be enough to give it a try.
37. Pull funding from police, especially in regards to funding that goes into riot gear and other ridiculous militant gear that is unneeded by any force that is there to help the public.
38. Charge small fee 50 cents or buck to ride free orbit and then less homeless will use and more people who pay the taxes for it will ride it.

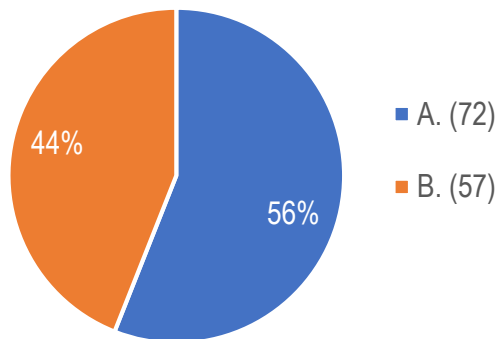
39. I do not have any ideas that have not already been applied. I will note that I do not advise reducing frequency at this time as this will increase the number of passengers per bus, which is detrimental to our social distancing efforts.
40. If needed, you could convert sparingly used ORBIT routes to an on-demand service for the general public.
41. It is good to get rid of duplication but be careful not to disrupt students getting to school by transit. Also it would be nice if you are eliminating duplication, which should have never occurred in the first place, it would be better to reach the areas that don't get services at all and require people to find alternatives to public transit. And the parks have never been connected or the main entertainment venues and golf areas. This whole thing needs to be overhauled and looked at with some common sense.
42. By reducing some expenditures from the transit system, such as by eliminating holiday service, re-allocating some funds to durable improvements for pedestrians and bicyclists could reduce motor vehicle traffic without requiring ongoing expenses.
43. These are for the Orbit buses: Ensure the contracts are RFP'ed at every opportunity. Setup WiFi and sponsorship to generate revenue. Advertise on exterior of buses (smaller style to not detract from orbit bus image)
44. Less frequent times, for the time being offer the same routes but less often.
45. Track the traffic on the Orbit bus, and use the data to reduce hours/frequency of Orbit where there is low traffic.
46. sales tax - who only tax property owners? property owners already pay for school and many other things. Many people who use free public transit don't own property. A sales tax to benefit public programs is something better shared by ALL.
47. Publicize Orbit routes more. Put more effort into letting local neighborhoods know Orbit is available to them. Many see the buses but know nothing about the service.
48. Shorten the Orbit Earth route. It goes back and forth (zig zags) on its neighborhood routes which takes up time. Specifically in the Indian Bend neighborhood, it just needs to route at the North Tempe Multigenerational Center and the Westbound route should go along Lilac Dr and not Marigold Ln. The Westbound route should stay straight on College Ave rather than going onto McKellips Rd. Don't make the scheduled change to the Orbit Earth route on Oct 26. The Flash can make changes to cover the intended new route for the Orbit Earth. Routes 48 and 62 should depart from the Tempe Transportation Center towards Tempe Marketplace at least 15 minutes apart. Otherwise I only have a 5 minute window to catch either route towards Tempe Marketplace. Buses (incl local bus and Orbit) need to run AT LEAST every 15 minutes. People are impatient and don't want to wait upwards of 30 minutes to an hour for the next bus to arrive. If buses are more often, more people would ride if they know they don't have to spend too much time waiting. For those routes with less passengers, maybe get smaller buses or more fuel efficient buses. But nonetheless, buses should run every AT LEAST every 15 minutes. Arizona Mills should have a Transit Center like Tempe Marketplace.

49. Dear Council and Mayor Woods. I am a professor at ASU (and so are many of our neighbors), residing at XXX E 15th street. Congratulations on your election and successful work. We are concerned however with the following. Walking around the campus to work, we observe empty Orbit buses, in most cases nobody except the driver or just one person inside; this continues for many months now. Given that this is a significant burden on the taxpayers, why is this allowed to happen? Please consider, at the very least, reducing the schedule, to save money and environment. Thank you,
50. Charge the riders enough money to cover the operating costs.
51. With respect, prefer total shut down of non school busses. In the absence of a dedicated school bus system, use bus during school hours only. Close down all other times.
52. Earth is pretty much useless, cut Earth and the orbit routes that go down south. Most people who live in South and North Tempe have cars. Orbit is mostly used by ASU graduate students, serve them between ASU, Tempe Marketplace, Walmart, etc.
53. decrease orbit services except at commuting hours
54. Place security personnel on Light Rail to enforce fair paying! We did, occasionally take Light Rail from Mesa, mostly through Tempe and on into Phoenix. It always amazes us there were no security officers riding on board and all the freeloaders in Tempe knew they could get free rides! So, our tax dollars pay for the freeloaders. Not good!!! Course, with Covid, we won't be stepping onto a Light Rail train any time soon, regardless of the press releases that talk about cleaning, etc.
55. I use Orbit occasionally. If you had to cut back I would prefer you cut back on the frequency. I am retired so have the benefit of flexibility. If it came every half hour or even every 45 min it would be fine with me. When you have more money increase the times.
56. How many riders per hour per day on routes and could these be serviced by smaller vehicles. There are far too many empty buses or nearly empty buses.
57. Instead of every 15 minutes for orbit buses, what about every 20 minutes?
58. I have used the light rail twice since it began. I don't use the transit system because the light rail is too slow & I don't feel safe with some of the population that rides.
59. Sell advertising on the busses
60. Tempe can find many ways to save money in other ways and should be doing everything it can to fully fund transit. Low income people who have been hardest hit by the pandemic and have no alternative transportation options shouldn't also be worrying about having even worse transportation right now. In fact, the city should be doing everything it can to improve transit and make it better. The temporary conditions caused by the pandemic are being used to fuel what could become permanent harmful changes to the city's transit system and this is unacceptable in 2020.
61. Buses run too frequently for the few riders. I usually see buses with only 0-1 rider. Why not run them less frequently & clog streets less?

62. Alter the route so that it connects more directly with the light rail, and decrease the frequency of buses but make the schedule predictable & reliable. I would use the Mars Orbit bus more if it ran through the middle of my neighborhood instead of just along the north edge, if the single stop was more centrally located in the neighborhood, and if the bus headed straight north to connect with the light rail. I don't use it currently because the current setup doubles (at least) my commute time to ASU.

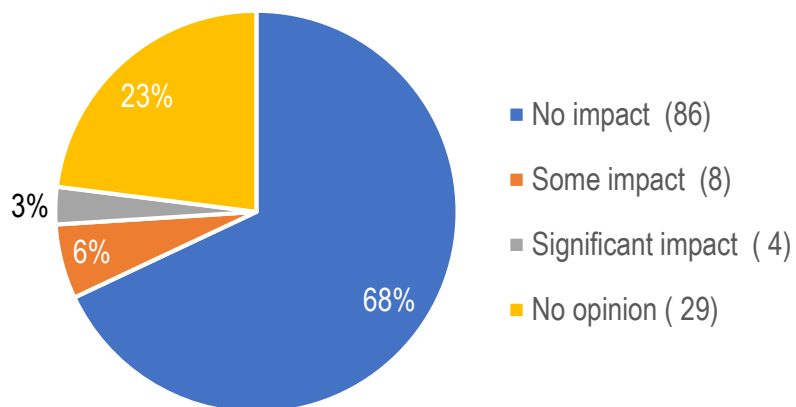
Question 8: *Tempe runs city-wide transit service with additional routes and frequency in areas with higher demand/use for transit. Please check which one of the following you feel is more important:*

- A. It is more important to have transit in all parts of Tempe even if those routes aren't used very much. 72 responses/56%
- B. It is more important to have transit in only the parts of Tempe where people use transit. 57 responses/44%

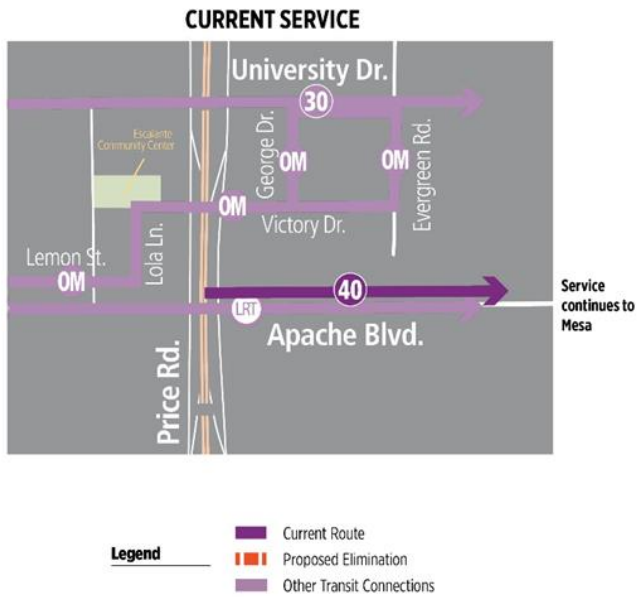


For questions 9 – 14, tell us how these proposed service changes would affect your travel habits.

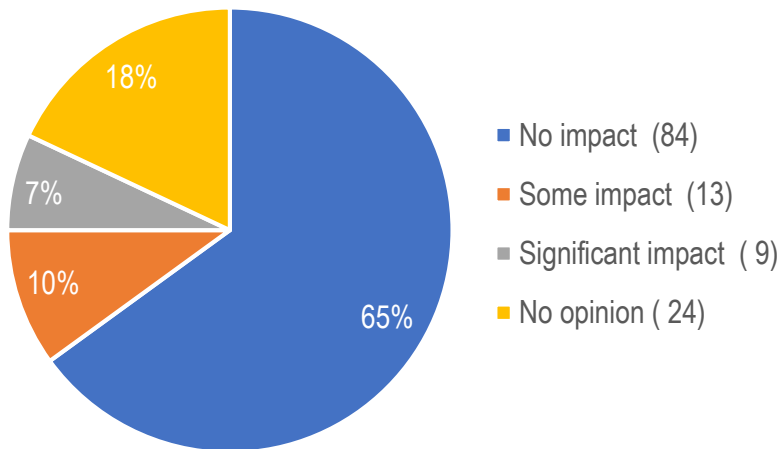
Question 9: Route 32 - 32nd Street- 32nd Street- Eliminate service on Baseline Road in Tempe. Riders can use route 77 to connect to route 32.



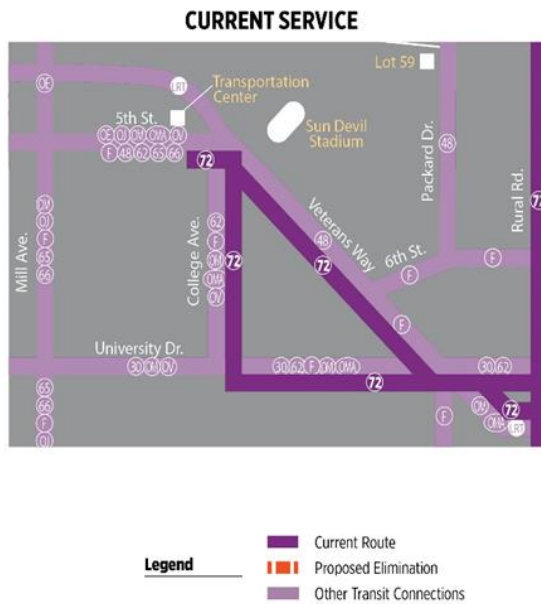
Question 10: Route 40 - Apache/Main- Eliminate service in Tempe. Riders can use light rail or Orbit Mercury to connect to route 40.



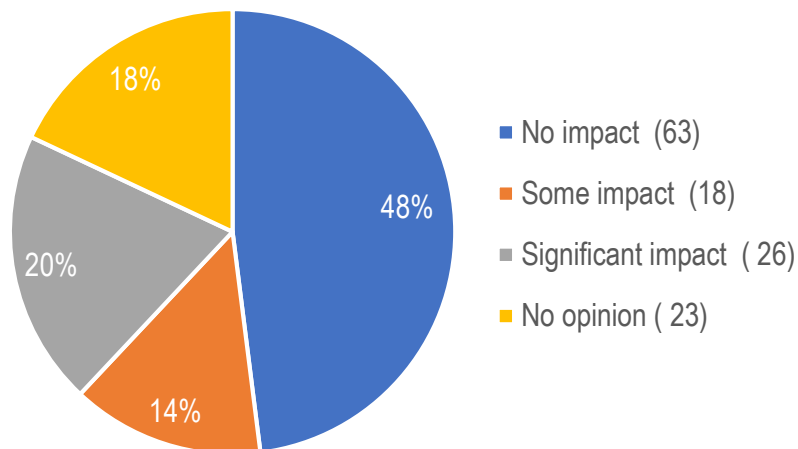
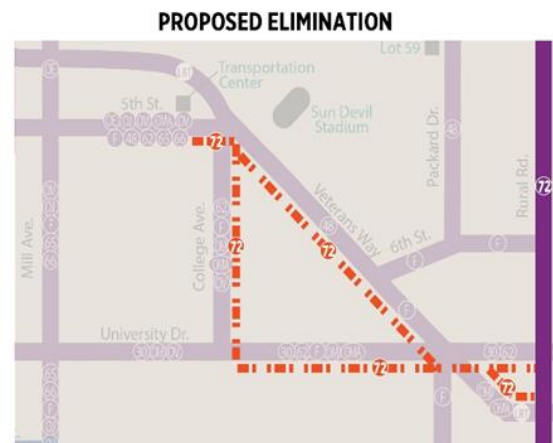
ROUTE 40 PROPOSED SERVICE CHANGE



Question 11: *Route 72 - Scottsdale/Rural - Eliminate the portion on University Drive, College Ave, and Veterans Way that connects to the Tempe Transportation Center. Riders can use light rail, Orbit Earth, Mars, Mercury and routes 30, 48 and 62 to get to route 72.*

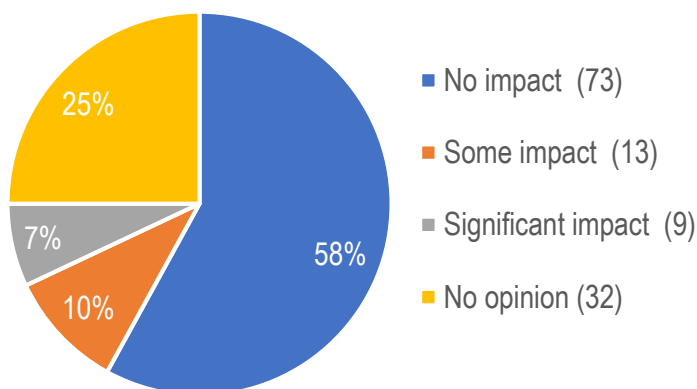
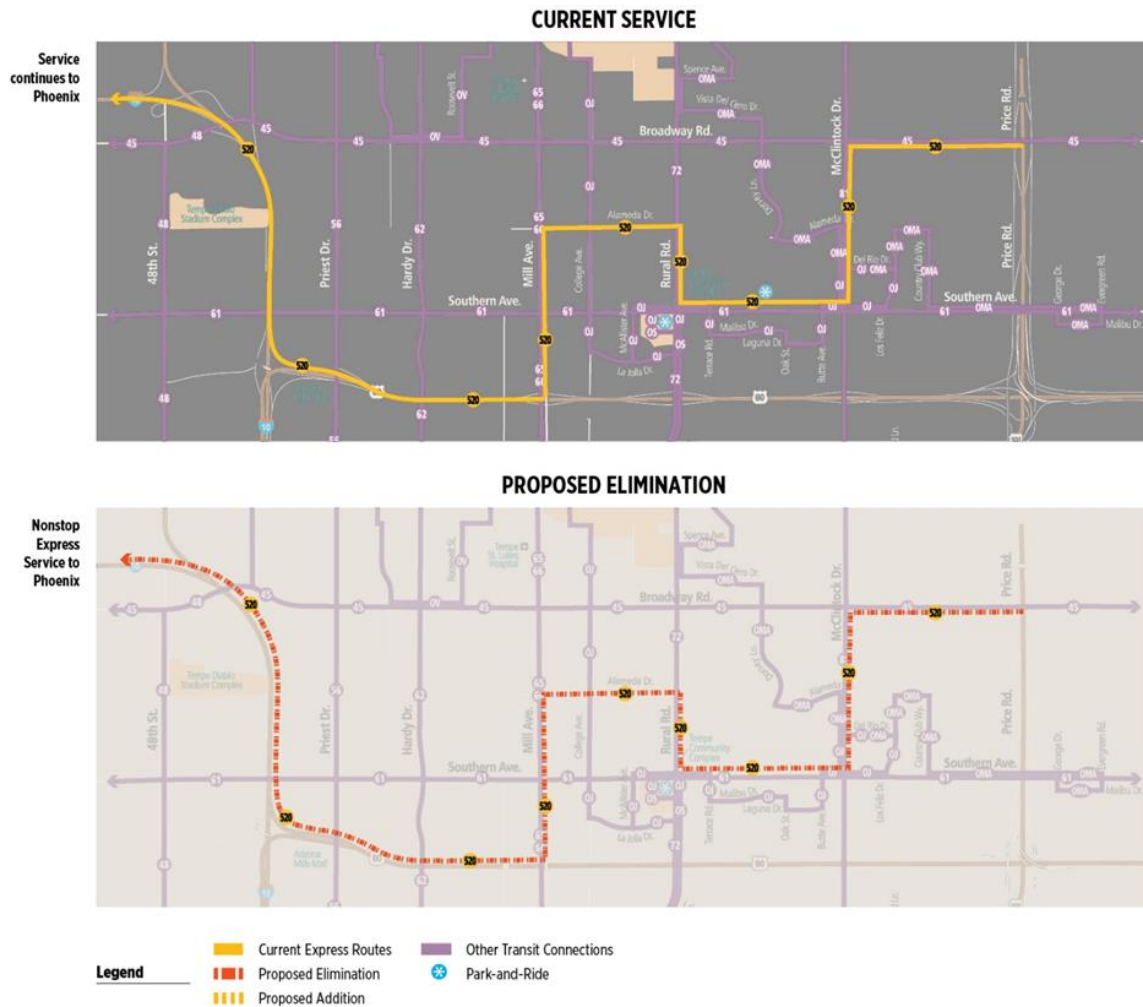


ROUTE 72 PROPOSED SERVICE CHANGE



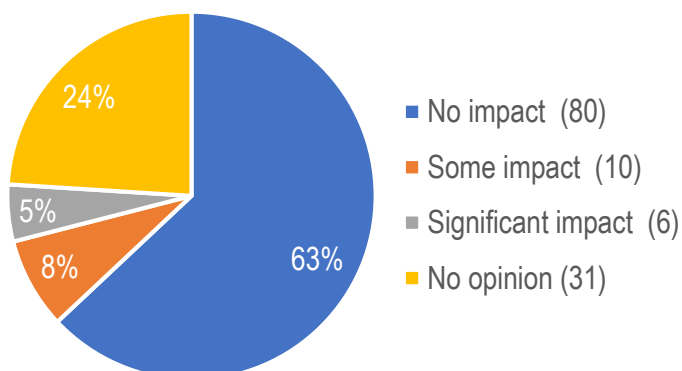
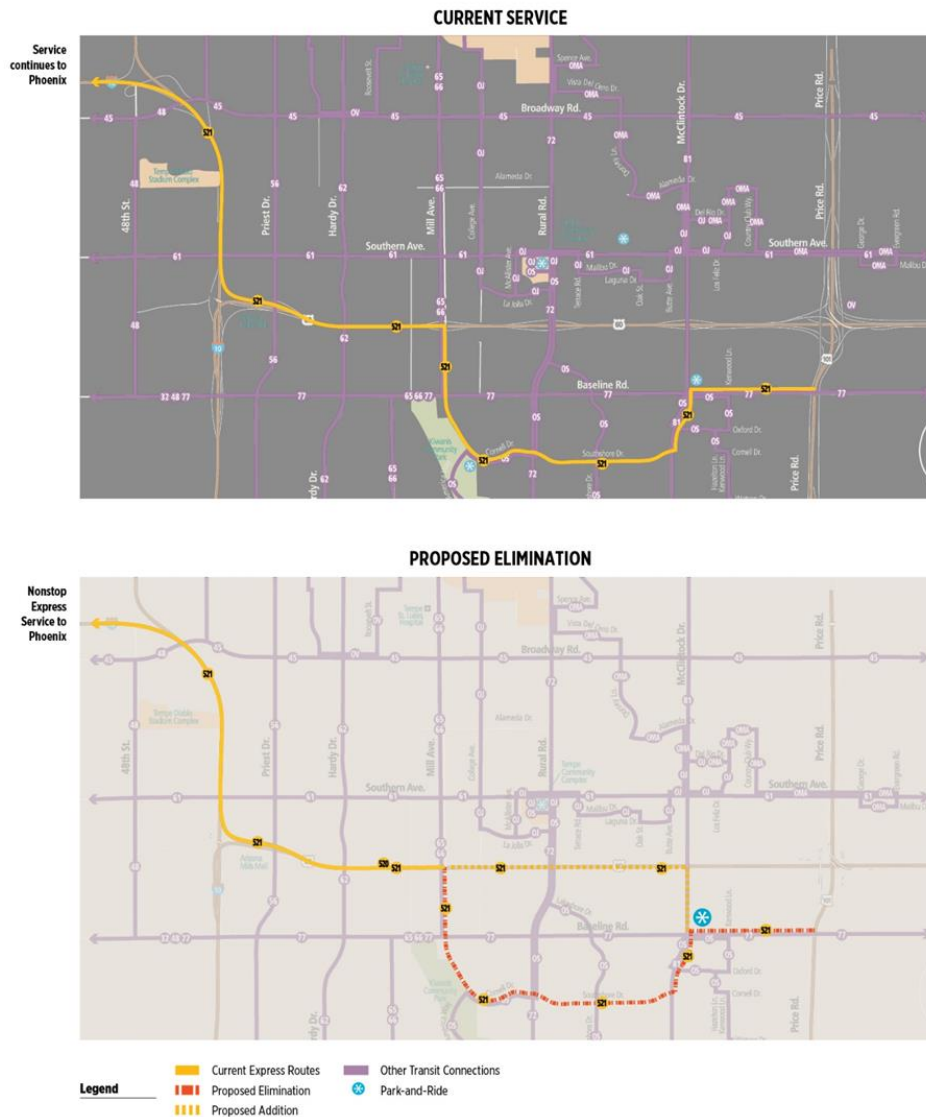
Question 12: Route 520 - Eliminate route. Riders can use route 521 from McClintock/Baseline park and ride lot to get to downtown Phoenix.

EXPRESS BUS 520 PROPOSED SERVICE CHANGE

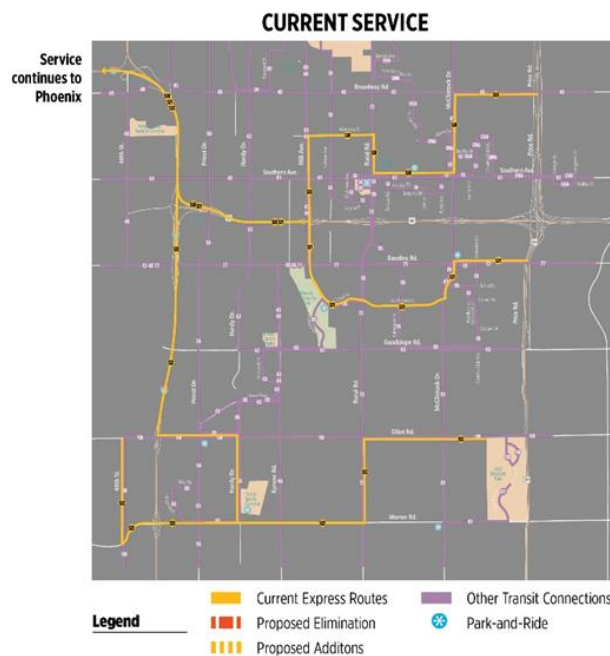


Question 13: *Route 521 - Modify route to begin and end at the McClintock/Baseline park and ride lot. The route would run nonstop between the park and ride and downtown Phoenix.*

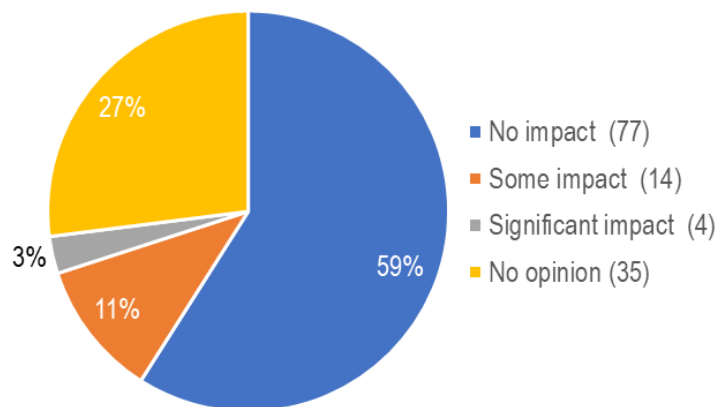
EXPRESS BUS 521 PROPOSED SERVICE CHANGE



Question 14: *Route 522 - Modify route to begin and end at the Tempe Sports Complex park and ride lot. The route would run nonstop between this park and ride location and downtown Phoenix.*



EXPRESS BUS PROPOSED SERVICE CHANGE



Question 15: *Please share any other thoughts or ideas you have about the proposed transit service changes.*

1. For the elimination of Route 520, could the park and ride be at the Tempe Public Library. If not, can the location of the Park and Ride be relocated to the north/west side of the Target across the street from the Fry's. The current park and ride location is too close to customer parking. I feel it a little to dangerous with all the store's traffic. The parking lot across from Fry's is never used.
2. The circular bus near me is EMPTY. The bus stops near me have homeless people sleeping, living, or hanging out all day. One guy even hangs up his

hammock to sleep. These are far bigger issues to me than where one particular bus stops or doesn't stop.

3. Please do NOT eliminate Route 72 service into University/Rural TC. I use that bus everyday to get to ASU, and if that service is removed, I will have to travel on foot further to my morning class. I take the bus to the University/Rural Light Rail Station, which is connected to ASU and very convenient to me because it is only a 6 min walk from the bus stop to campus. If service to that is cut, that will add at least 10-20 mins to that commute because I will probably be stuck at the University Dr & Rural Rd intersection and that will mean I will be late to my class. So please keep Route 72 service to University/Rural TC.
4. Flash buses that still have signage that a fare is required at the front door should have those signs removed and new signs or bus wraps that indicate that it is free to ride. Additionally the fare boxes should be removed or at least covered to avoid confusion. If they are removed, less weight to move and less fuel consumed though. The Flash should also connect to the University/Rural Transit Center and avoid the intersection of Veterans Way and University Dr. It should instead use Rural Rd and University Dr. This way it still serves all the current stops and adds a connection to the University/Rural Transit Center. Additionally since the Flash now serves Rio Salado Pkwy, does the Orbit Earth have to make its route change that's planned for end of Oct? Lastly, Route 72 probably doesn't need to connect to the Tempe Transportation Center, but it should at least connect to the University/Rural Transit Center for easier connections to Orbit and the Light Rail (if so, I know it will require the 72 to go thru ASU campus a bit but the connectivity of the route is important; I feel like connecting to the University/Rural Transit Center is less of a detour from its route than having to connect all the way to the Tempe Transportation Center.)
5. Express buses through the neighborhoods eliminate the need for a car and allow my family to own a single vehicle. Eliminating the 520 which has about 12 riders pre COVID adds a half hour to my commute since it requires the light rail and transfer to a city bus.
6. Living in south Tempe, south of Elliot Rd, I wish there were Orbit rides to downtown during cultural activities, such as the Festival of the Arts, fireworks, Gammage events, etc. The Orbit rides wouldn't have to run all the time but during high times for major activities. The biggest concern is finding parking in the downtown areas and near ASU. We have parked at a friend's house near Broadway and caught the Orbit there; unfortunately, that friend has moved! How nice it would be to catch a ride at the Tempe Sports Complex that would go up Mill Avenue so we could get off at several possible stops along the way. Orbit rides from South Tempe would also help students get to ASU for classes and activities since traffic congestion and parking are problems.
7. I do not approve of the route 72 change, a 20 minute city can very quickly become a 40 minute city when a transfer is added and we have to consider that frequency may be reduced in the near future for light rail and buses. It increases our risk of heat related illness. a large portion of riders will be impacted during off peak hours when the 72 runs very efficiently. It's one of our most important routes and I feel its very important that it continues to serve the transit center to keep connectivity and accessibility to transit services.

8. Elimination of express routes may have an adverse effect upon air quality. Streetcar operation should be delayed as most of the route is redundant.
9. Nothing at this time
10. These proposals are about more than funding. The proposed change to take route 72 out of TTC is appalling. Transit planning must be balanced with all transportation. When you squeeze transit, you encourage private vehicle use. There's no point in being informed about future changes as I can see you are going to make my life worse.
11. It is impossible to see what is depicted in the images on a mobile device. Please ensure access to everyone by making sure surveys are accessible on every type of device. Transit services are a necessity. They should not be cut.
12. A lot of people are riding for free cause of corona. If you open up the upass to more people you might be able to get some to buy it. Tell people that you'll honor the Upass for a year after social distancing ends, make it limited to drive up demand, and you'll get some money coming in. Even a discount is better than no money at all.
13. Your descriptions of route changes are hard to understand. The verbiage is not supported by a clear difference in the pictures. I did the best I could to answer.
14. bike lanes waste time and money.
15. None of these has any impact on me or others in my household. Whatever we can do to increase efficiency and reduce waste time and emissions is a good thing.
16. It is a good idea to expand public transit
17. Cancel 100% of public transit and protect the families who clean up trash instead of spread it all around.
18. The changes should be temporary as Covid ridership is different than "normal" usage.
19. What ever keeps the light rail. It is vital for Tempe's future and image to keep the light rail between Orice rd and downtown Phoenix.. I also believe having light rail going south to at least Warner rd and loop back would be useful for south Tempe residents.
20. How will new streetcar affect Orbit and bus routes? Will there continue to be Orbit rides from Tempe Library to ASU? Mill Ave? Fine Arts Center?
21. no impact to me personally or my employees at this time
22. I checked "no opinion" on all of them, because right now I don't need to use buses. But, someday I'll need to find ways to get to the light rail, and to the grocery stores. So -- I'll need options & hope services will not be cut.
23. Not a user at this time, so proposed changes are N/A to me.
24. These do not affect me, but they may affect others. I always have my bike with me so even if the route is inconvenient on Valley Metro, I can usually solve for that by pedaling when necessary.
25. I use the 72 frequently to get to Tempe transit center. This change would have a big impact on me.

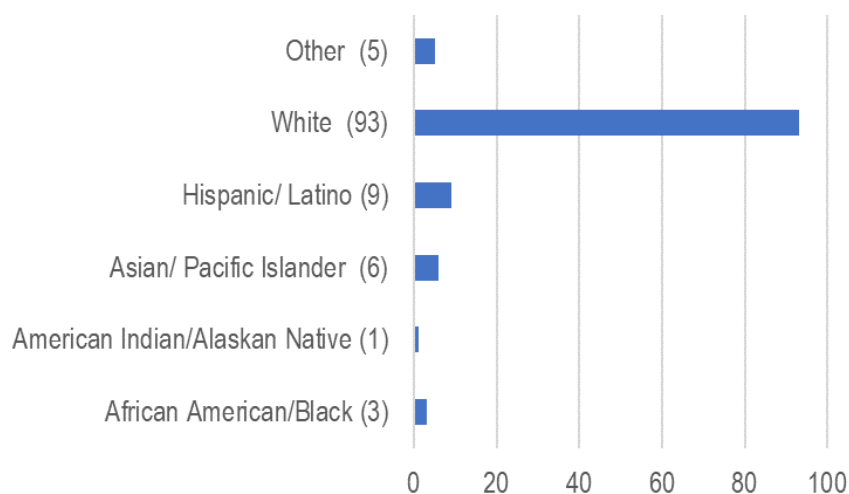
26. Ways to combine bike + light rail are most important to me
27. If I were given the option on taxes forms to contribute to transit I would love to have that as an option. I also think that if there is a medium or large business that wants a presence in Tempe, they can choose to pay an annual public transit tax, or elect to opt into buying bus passes for the employees. I think riders with disabilities need the same day ADA service kept so that they are less at risk during high heat when the only option is waiting without shade for 30-60 minutes because of route frequency. I think if ASU is building more student,/campus housing they also should be fiscally responsible for contributions to operating transit.
28. Please do not eliminate route 520. It is the most convenient route for me, one I use everyday.
29. Later times for the 72!
30. Are there free transfers? It could get expensive and timely for people to change buses or transit more frequently.
31. When I saw the sign posting about this I was worried that there would be rather harsh service changes. In the "old days" the route 72 cut off service just south of where I live and there was no Sunday service at all. These don't seem too bad, but they look to potentially have the most impact on those that rely on the Express Routes.
32. Arizona needs better public transport, not to be having route frequencies cut or to have less access to some areas. This mostly effects lower class people and makes it even harder to leave poverty for many. Public Transport is also the eco friendly thing to do and making it worse makes AZ an even less environmentally supportive place then it already is.
33. I support the changes to route 72
34. North tempe should have access to mill ave via orbit or trolley to reduce traffic and give locals access to enjoy downtown
35. With exception of route 72, most changes would not impact me and thus I do not believe I have the credibility to speak on them. I will note that the change to route 72 would inconvenience me by increasing my commute to about 20-30 minutes of additional walking from an original 5 minutes of walking.
36. None at this time.
37. The proposed elimination on Route 72 is in the area where I work. That transit access also needs to be maintained for ASU students.
38. Maintain the Orbit bus system. But you need to advertise its benefit more. Do all neighbors know about the free orbit? Have the mayor and city officials do a few rides and share to social media.
39. Route 72 doesn't need to connect to the Tempe Transportation Center but it should at least connect to the University/Rural Transit Center via Lemon St and McAllister Ave. Rural Rd is a wide and very traffic-heavy road that is sometimes dangerous for pedestrians to cross. Routes that are Free should have the word FREE in large font on the bus so that maybe it can attract more riders. More people would ride if they know it's free. Otherwise they aren't going to do research to find if there are any free transit rides available. Advertising is important to get people to become riders

40. As a student at ASU, the proposed changes to Route 72 would severely limit my transportation options to and from campus.
41. I'm in support of mass cutbacks. Please quit making Tempe tax payers foot the bill for unused and unasked for services.
42. Uber and Lyft and Waymo can cover the car less. Work with these companies for vouchers to cover the poor. Students should have dedicated bus system funded by school dollars, and students should attend their neighborhood school to minimize the need.
43. You wouldn't catch me on a bus or trolley in Tempe, ever!!!
44. I know the Saturn route is rather new and I bought my house because I know there would be an alternate transportation if ever I needed it. I have needed it and am so grateful to have the Saturn here in So. Tempe. I hope you can keep it going even if you have to cut the hours. I can work around cut hours or frequency but if it goes away it would be really sad for us older folks here in So. Tempe. Please hang on to it if possible.
45. rt 72 needs to meet light rail at veteran's way. it is extremely unsafe for disabled riders to be crossing rural rd and also to be navigating the hill.
46. dont change anything please maybe charge for services itll be easier for those who want to subsidize to subsidize ask cagg if erry car buyer wants also a bus pass have insurers provide bus passes
47. It's far past time to execute this changes and allocate resources to other areas
48. It is a drain n taxpayer money?
49. Getting rid of the loop on the 72 that connects it to the Tempe transit center is fantastic - as long as it still loops into the light rail stop on the corner of Rural/University. I never understood why this did that when you should just be able to transfer to one of the other buses or light rail if going to downtown tempe. Its not like it saves any time really, especially if transfers were better coordinated (which they are not). I feel like all the bus routes could benefit from this truncation... why only the 72? If you really need to cut costs, stop the unnecessarily loops of the bus routes that drive into mall parking lots (AZ Mills and Tempe Marketplace) and find other ways to facilitate transfers. The reality though is that in 2020, no city should be cutting transit service. This is careless and misguided. You should be doing everything you can to increase service and make transit a more viable transportation option for MORE people, not cutting the service and making it worse for the people who rely on it. A great way to do this would be to defund the police department and fully fund transit. The FY2019/2020 budget for the city has the police department funded at nearly \$100 million. This is a per capita spending of about \$500 per resident in the city. The U.S. Average is only about \$350. Just reducing police funding to an average level would save \$30 million. Cutting it even more to reflect the reality that police do more harm in the community than good, could save \$50 million. This more than covers the needed revenue for transit and everyone would be better off. Fewer racist power hungry cops on the streets, and safer, more affordable transportation for everyone. Seems like a win-win for any city.

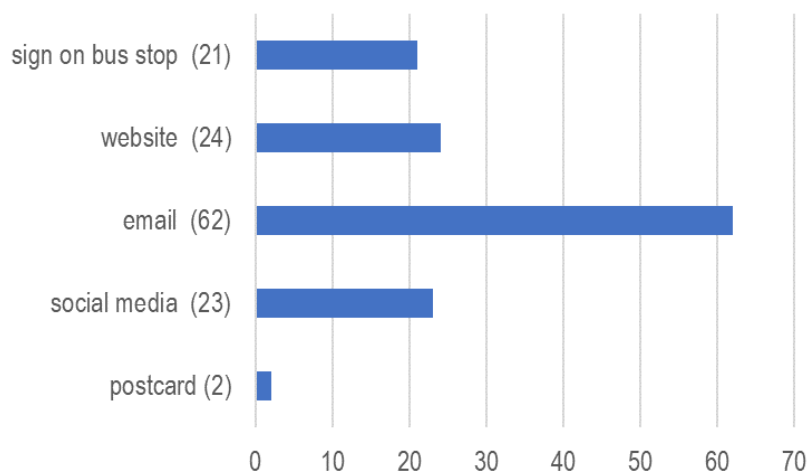
50. Other ways to save money: Stop repaving the roads. a \$10 million budget for street resurfacing?? Car will drive just fine on the existing roads for a long time. There is no reason the cities in the Valley need to repave roads every 5-7 years. Some cities in places that have rain and snow, don't repave roads for 20+ years and people manage just fine. Yes, they complain about bad roads, but so do people in Phoenix... And cars in both places still manage to drive on them. If I kept combing through the budget, there would likely be many more examples of ways the city could easily save money short term in order to make sure that transit remains fully funded. Transit should be THE priority of the city and the hit to the city will be temporary... a few years at most. And without transportation, people will not be able to get around. Low income families who are the hardest hit by the pandemic will be even worse off if Tempe cuts any transit service or routes. Quite frankly, it is a travesty that this is something this so-called progressive city is thinking about. I am ashamed to live in a place that isn't putting transit over other less vital budget items that city residents can get by without for a few years. People can not get by without transportation. You should be doing everything you can to improve service, not make it worse.

51. I often see the Mars Orbit buses idling completely empty at the north edge of my neighborhood. My impression is that most people in the neighborhood don't use this bus because the bus stop is too far away and the subsequent route takes too long to connect to downtown Tempe destinations. If the bus went through the middle of my neighborhood and then headed straight north to connect to the light rail, I would use it for commuting instead of my car. Even if the frequency of buses is reduced, I would use the Orbit if the route is improved and if the schedule is predictable and reliable.

Question 16: *Race/Ethnicity* (respondents may choose more than one answer)



Question 17: How did you find out about Tempe's proposed transit service changes?
(respondents may choose more than one answer)



IV. Other Comment Received:

V: Metro 10/12/2020
101 N. 1st Av
PHX AZ 85003

At: Jessica Parks, Sam Stevenson
Tempe Transit Planner

Am TOTALLY IN FAVOR OF Rte #72
GOING STRAIT UP/DOWN SCOTTSDALE/RURAL RD
THERE IS ABSOLUTELY NO REASON WHY
~~we~~ ~~the~~ should go to the TTC! SO MUCH
TIME IS WASTED GOING WEST ON UNIVERSITY
NORTH ON COLLEGE (WHERE THE ROAD IS
FULL OF POT HOLES & DIPS) WEST AGAIN ON
5th ST. & THEN MAKING ALL THESE
TWISTS & TURNS BEFORE IT GETS BACK
ON RURAL RD & CONTINUES SOUTH!
ARE YOU RIDICULOUS??!!

HAVE BEEN Hoping for this to happen
for years! PLEASE LET IT BECOME
A REALITY, THANK YOU

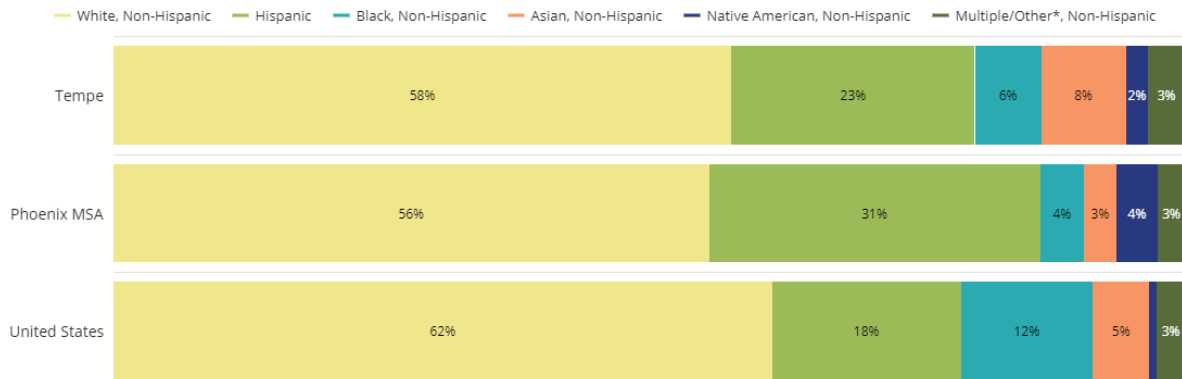
[Signature]
Tempe

V. Demographic Information

Since Tempe has bus routes throughout the entire city, the project area is the city limits.

Race and Ethnicity

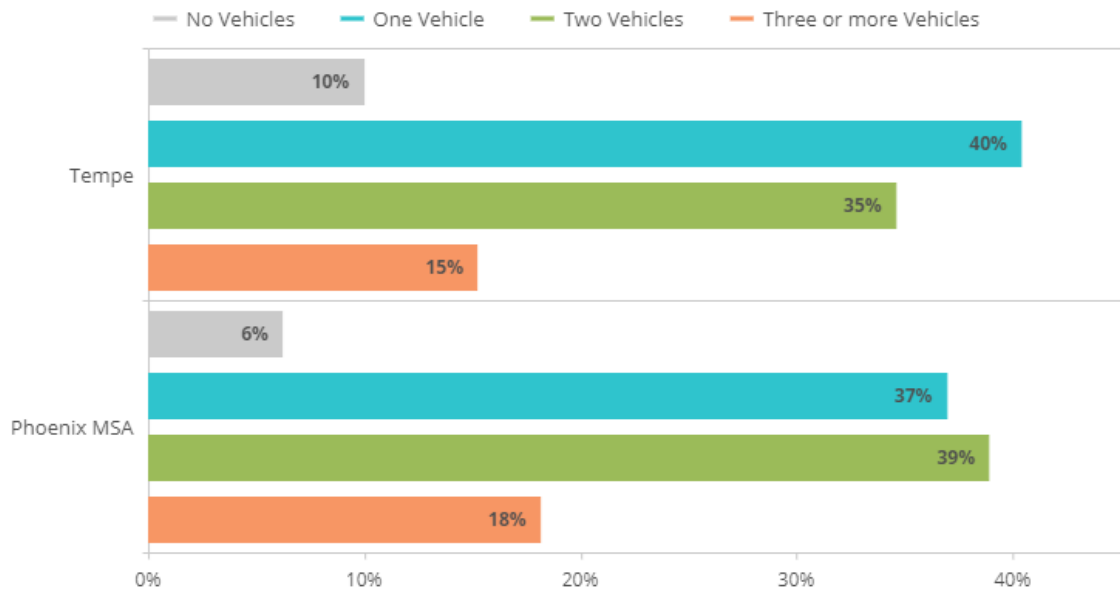
In Tempe, **42%** of the population are part of a minority race or ethnic group.
The largest percent of the population is **White (58%)**.



Transportation in Tempe

Vehicles Available

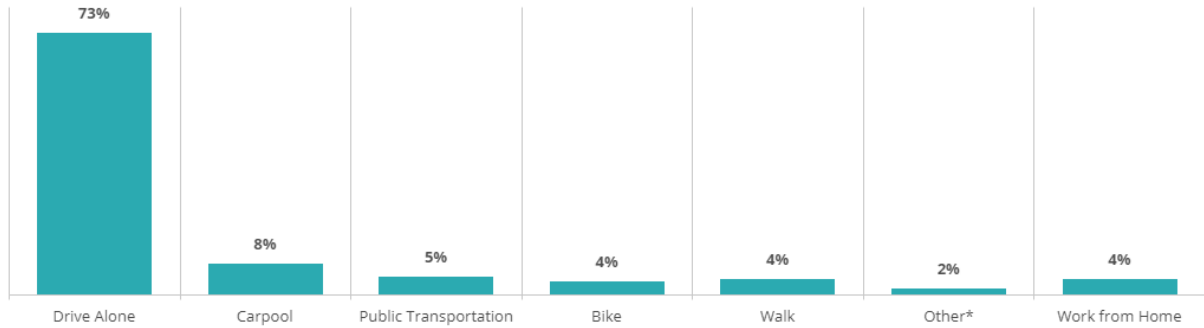
Universe: Total Occupied Housing Units





Means of Transportation to Work

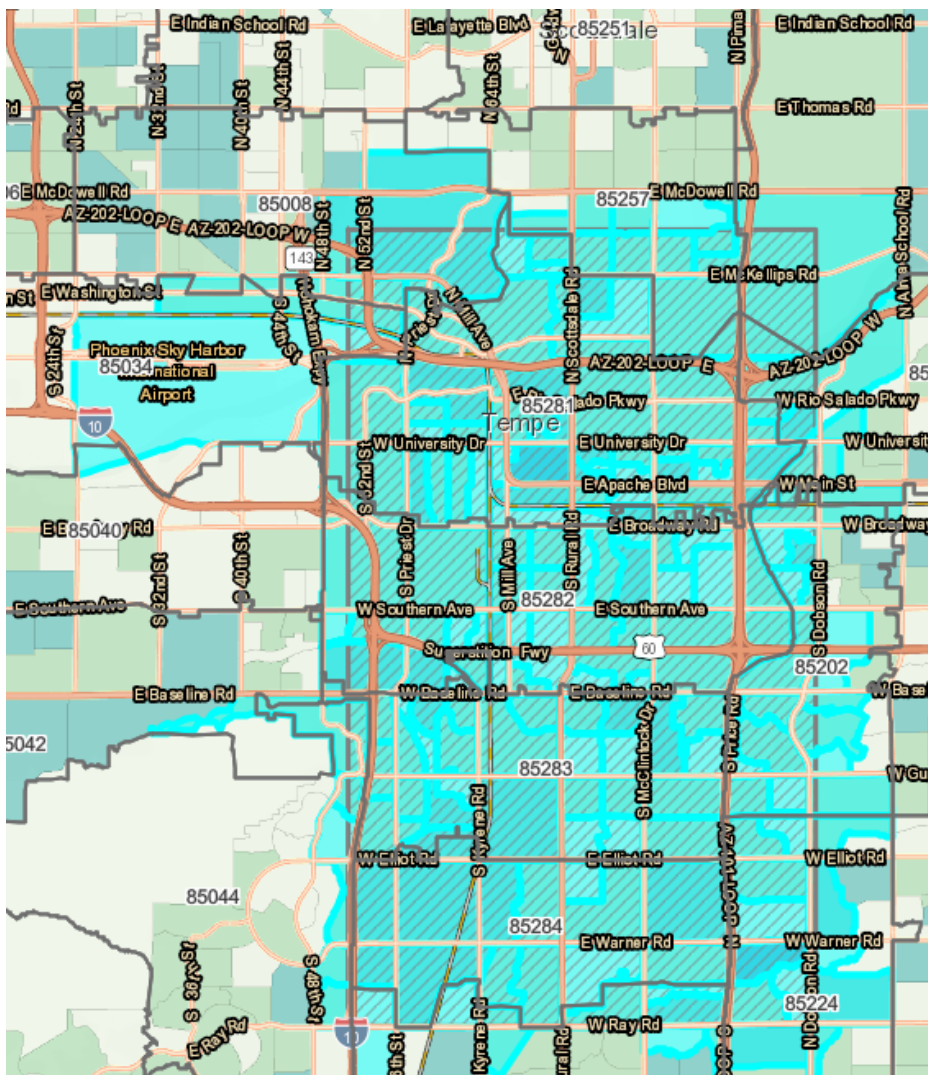
Universe: Total Workers, Age 16+



Other includes Taxicab and Motorcycle

Source: U.S. Census Bureau, 2017 American Community Survey (ACS) 5-Year Estimates

The data that follows is based on census tract data that includes the area in turquoise below.



Selected Block Groups ACS 2012-2016 ACS 5-Year Estimates		
Topic	Estimate	Percent
Total Population		45,191
Race and Ethnicity		
Hispanic	9,169	20.3%
Non-Hispanic		
White, Non-Hispanic	27,256	60.3%
Black, Non-Hispanic	3,189	7.1%
Native American, Non-Hispanic	1,127	2.5%
Asian, Non-Hispanic	2,602	5.8%
Pacific Islander, Non-Hispanic	451	1.0%
Other, Non-Hispanic	22	0.0%
Two or More, Non-Hispanic	1,375	3.0%
Minority (1)	17,935	39.7%
Ability to Speak English		
Population 5 years and over	42,869	-
Speak Only English	33,072	77.1%
Speak Other Languages	9,797	22.9%
Speak English "very well"	7,198	-
Persons with Limited English Proficiency (LEP)	2,599	-
Speak English "well"	1,716	-
Speak English "not well"	725	-
Speak English "not at all"	158	-
Households		
Total Households	18,021	-
Family Households (Families)	8,430	46.8%
Married-couple family	4,997	-
Female Householder, no husband present	2,138	-
with own children under 18 years	906	-
Nonfamily Households	9,591	53.2%
Householder living alone	5,919	-
Household Income (in 2016 inflation-adjusted dollars)		
Total Households	18,021	-
Less than \$10,000	2,041	11.3%
\$10,000 to \$14,999	1,104	6.1%
\$15,000 to \$24,999	1,990	11.0%
\$25,000 to \$34,999	1,811	10.0%
\$35,000 to 49,999	2,701	15.0%
\$50,000 to \$74,999	2,851	15.8%
\$75,000 to \$99,999	2,652	14.7%
\$100,000 to \$149,999	1,800	10.0%
\$150,000 to \$199,999	638	3.5%
\$200,000 or more	433	2.4%
with related children under 18 years	101	-
Female householder, no husband present	671	-
with related children under 18 years	612	-
Male householder, no wife present	206	-
with related children under 18 years	145	-
Commuting to Work		
Workers 16 years and over	25,946	-
Car or Truck - drive alone	18,570	71.6%
Car or Truck - carpool	2,381	9.2%
Public Transportation	1,227	4.7%
Bicycle	1,543	5.9%
Walked	545	2.1%
Other means (taxicab, motorcycle, etc.)	619	2.4%
Work at home	1,061	4.1%
Vehicles Available		
Occupied Housing Units	18,021	-
No vehicle available	1,946	10.8%
1 vehicle available	7,362	40.9%
2 vehicles available	6,100	33.8%
3 or more vehicles available	2,613	14.5%
Area		
Total Area in Acres	6,816.2	-
Total Area in Square Miles	10.7	-
Source: United States Census Bureau, American Community Survey 2012-2016 5yr Estimates		
<p>Source: U.S. Census Bureau, 2012-2016 American Community Survey (ACS) 5-Year Estimates. ACS data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate is represented through the use of a margin of error (MOE). In addition to sampling variability, the ACS estimates are subject to nonsampling error. The MOE and effect of nonsampling error is not represented in these tables. Supporting documentation on subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website (www.census.gov/acs) in the Data and Documentation section. Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website (www.census.gov/acs) in the Methodology section. The MOE for individual data elements can be found on the American Factfinder website (factfinder2.census.gov). Note: Although the ACS produces population, demographic and housing unit estimates, the 2010 Census provides the official counts of the population and housing units for the nation, states, counties, cities and towns. Prepared by: Maricopa Association of Governments, www.azmag.gov, (602) 254-6300</p>		